



Emotional Intelligence

“Knowing What Counts”

Presented by 3WIRE Consulting Group

Emotional Intelligence

A term created by two researchers – Peter Salavoy and John Mayer – and popularized by Dan Goleman in his 1996 book of the same name.

Emotional Intelligence (otherwise known as Emotional Quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.

Emotional Intelligence

Emotional intelligence is commonly defined by four attributes

Self-Awareness – Your ability to recognize your own emotions and how they affect your thoughts and behavior. Know your strengths and weaknesses and have self-confidence.

Self-Management – Your ability to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.

Social Awareness – Your empathy. Your understanding of the emotional, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.

Relationship Management – Your development and maintenance of good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

Emotional Intelligence

In practical terms, it means being aware that emotions can drive our behavior and impact people (positively and negatively) and learning how to manage those emotions – both our own and others – especially when we are under pressure.

When would there be a need to manage Emotional Intelligence?

- Giving and receiving feedback
- Meeting tight deadlines
- Dealing with challenging relationships
- Not having enough resources
- Dealing with change
- Dealing with setbacks and failure

Emotional Intelligence

It's a scientific fact that emotions precede thought. When emotions run high, they change the way our brains function... diminishing our cognitive abilities, decision-making powers, and even interpersonal skills.

Emotional Intelligence

In his book *Working With Emotional Intelligence*, Daniel Goleman cites the Harvard Business School research that determined that EQ counts for twice as much as IQ and technical skills combined in determining who will be successful.

Emotional Intelligence

Self Awareness	Self Management
Social Awareness	Relationship Management

SELF AWARENESS

Experience

1. Form into your triads. (Bring the results of your EI Leadership Questionnaire.)
2. Share with one another the results of your questionnaires.
 - a. Take turns sharing with the other two members of your triad your individual results.
 - b. Go beyond simply sharing numbers or (kites).
 - c. Explore how you are interpreting the information for yourself.
 - d. Solicit feedback from the members of their triad.
 - e. Share their reactions to sharing the information.

Reminder: Pay close attention to one another and become aware of what the other members in their triad are feeling as this sharing activity is going on.

You have 20 minutes in your TRIADS